

	Policy: Guidelines for Volunteers		
	Effective Date: September 2022		
	Applicable Staff: Volunteer Engagement Manager		
Policies & Procedures	Forms:		
	Approved By: Meghan Smith & Jennie Lucca	Date Approved: September 2022	Next Review Date: September 2025

POLICY: Guidelines for Volunteers

RATIONALE: Volunteers and staff must be available to provide needed and requested support but must be mindful to respect the resident’s boundaries and desire for privacy. To help volunteers strike this delicate balance, The Children’s Inn has adopted guidelines for them to adhere to.

PROCEDURE:

The Children's Inn at NIH is a private, nonprofit residence for families and their children who are participating in pediatric research at the National Institutes of Health’s Clinical Center. The Inn enhances the opportunities for groundbreaking medical discoveries by providing a free “place like home” that reduces the burdens of illness through a supportive environment including therapeutic, educational and recreational programming. Our volunteers are an integral part of our ability to fulfill this mission. The families who are temporarily residing at The Children’s Inn are doing so because their child’s health prevents them from staying in the privacy of their own homes. The Children’s Inn seeks to create a home-like environment for resident families and their children, where they will feel secure, supported, and respected. Volunteers and staff must therefore be available to provide needed and requested support but must be mindful to respect the family’s boundaries and desire for privacy. To help volunteers strike this delicate balance, The Children’s Inn has adopted the following guidelines to which volunteers must adhere:

- Volunteers are sometimes privy to residents’ specific medical conditions or witness to emotional responses or family dynamics. Volunteers should treat this information as private and confidential and should not disclose this information to third parties. Volunteers may discuss in general terms their experiences at The Children’s Inn but must be careful not to share identifying information about residents.
- Volunteers may not enter into any employment, business, romantic, sexual, or other intimate relationships with residents. If a volunteer learns that a person with whom the volunteer has a pre-existing relationship is or will be a resident at The Children’s Inn, the volunteer must disclose the relationship to the Volunteer Engagement Manager
- Volunteers may not have personal contact with residents outside of The Inn. (i.e., exchange emails, connect on social media, make phone calls, run errands or purchase gifts for a resident). However, it is appropriate for volunteers to be helpful and provide referrals to resources in the community. Requests by residents for volunteers to run errands or perform personal favors for a resident must be declined.
- Volunteers are not permitted to enter resident rooms unless authorized by an Inn staff member. If a child is present in the resident room, an adult family member must also be

present.

- Volunteers must ensure at all times that the room door is wide open when interacting with children at The Inn. Exceptions may only be made in the case of unusually noisy activities, in which case, an adult family member must be present.
- Volunteers should strive to maintain a warm, supportive, and professional demeanor in all interactions with residents.
- Minimum age requirement for Volunteers is 18 years old. Exception includes: Volunteer Summer Camp Counselor positions - 16 years old and the Teen Ambassador Program - 12 years old.
- Volunteers are prohibited from proselytizing residents. Volunteers may not share religious material with residents.
- Groups are not authorized to film or take pictures of our children and families. Pictures of the physical building without our families are permitted. Any questions or concerns about this please contact, Social Media & Content Manager at 301-807-7813.
- All media inquiries must be immediately directed to Fern Stone, 301-451-9453 or Sam Angell, 267-226-9309. No residents or volunteers are permitted to speak directly with members of the media.

Questions about these guidelines or the appropriateness of any action should be addressed to the Volunteer Engagement Manager. Failure to adhere to these guidelines may result in termination of the volunteer's relationship with The Children's Inn.

I have read and will abide by the above Guidelines:

Name & Signature & Date